

In an effort to improve service to licensees and the general public, the Department of Real Estate is seeking input from its licensees. Your help would be greatly appreciated. Please complete the following survey and return it to the Department before January 15, 2001.

1. SEX:                   (1) Male                   (2) Female

2. AGE:                   (1) 18-25   (2) 26-35   (3) 36-45   (4) 46-55   (5) 56-65   (6) 66+

3. EDUCATION:                   (1) Some High School   (2) High School Grad or GED   (3) Some College  
  (4) College Degree           (5) Graduate Studies or Graduate Degree

(1) Full Time Profession    (2) Supplement Income

(1) Yes                      (2) No                      (3) Uncertain

(1) Apache (2) Cochise (3) Coconino (4) Gila (5) Graham (6) Greenlee (7) LaPaz (8) Maricopa (9) Mohave  
10) Navajo (11) Pima (12) Pinal (13) Santa Cruz (14) Yavapai (15) Yuma (16) Out of State

(1) *Real Estate Broker*    (2) *Real Estate Sales*    (3) *Cemetery Broker*    (4) *Cemetery Sales*

(1) As a Broker: (1) 0-2 Years (2) 3-5 Years (3) 6-10 Years (4) 11-15 Years

(2) As a Salesperson      (1) 0-2 Years    (2) 3-5 Years    (3) 6-10 Years

(1) Active      If Active, do you work:      (1) Full Time      (2) Part Time  
or

(2) Inactive      If Inactive, how long?      (1) 0-3 Months      (2) 4-7 Months      (3) 8-12 Months

10. IN 2000, HOW MUCH OF YOUR TIME DID YOU SPEND DOING THE FOLLOWING:

|                        | NO<br>ACTIVITY |   | SOME<br>ACTIVITY |   | EXTREMELY<br>ACTIVE |   |
|------------------------|----------------|---|------------------|---|---------------------|---|
|                        | 0              | 1 | 2                | 3 | 4                   | 5 |
| A. RESIDENTIAL SALES   |                |   |                  |   |                     |   |
| B. COMMERCIAL SALES    |                |   |                  |   |                     |   |
| C. VACANT LAND         |                |   |                  |   |                     |   |
| D. PROPERTY MANAGEMENT |                |   |                  |   |                     |   |
| E. CEMETERY            |                |   |                  |   |                     |   |
| F. MEMBERSHIP CAMPING  |                |   |                  |   |                     |   |
| G. TIME-SHARE          |                |   |                  |   |                     |   |

**ABOUT THE DEPARTMENT OVERALL: (Please circle one answer per question)**

11. MY USUAL MEANS OF CONTACTING THE DEPARMTENT IS:

(1) Telephone (2) In Person (3) By Letter/Fax (4) E-mail (5) No Contact

12. I CAN CONTACT THE RIGHT PERSON OR DIVISION WITHOUT DIFFICULTY:

(1) Always (2) Usually (3) Rarely

13. I WOULD RATE THE DEPARTMENT'S REGULATION OF THE REAL ESTATE INDUSTRY AS (please circle one):

(1) Too Lenient (2) Fair and Appropriate (3) Too Harsh

14. MY OVERALL IMPRESSION OF THE DEPARTMENT IS:

(1) Favorable (2) Neutral (3) Unfavorable

**ABOUT THE DIVISION I WORKED WITH: (Please circle one answer per question)**

15. The last area of the Department I contacted was:

(1) Administration (2) Admin Actions (3) Auditing (4) Education (5) Investigations

(6) Licensing (7) Recovery Fund (8) Subdivisions (9) Customer Services (10) Webmaster

16. Based on your contacts with the Department, on a scale of 1 to 5, how would you rate the following?

A. Division staff has listened attentively: Excellent 1 2 3 4 5 Unsatisfactory

B. My question(s) have been answered satisfactorily or an effort has been made to resolve my problem.  
Excellent 1 2 3 4 5 Unsatisfactory

C. I have been appropriately referred to another agency or resource when the Department could not assist me.  
Excellent 1 2 3 4 5 Unsatisfactory

D. The quality of my treatment by Division staff members has been:  
Excellent 1 2 3 4 5 Unsatisfactory

E. The timeliness of service I have received from Division staff members has been:

*Excellent 1 2 3 4 5 Unsatisfactory*

F. The quality of service I have received from Division staff members has been:

*Excellent 1 2 3 4 5 Unsatisfactory*

G. The level of courtesy I have experienced has been:

*Excellent 1 2 3 4 5 Unsatisfactory*

17. I would rate the application forms of the Division I deal most often with as:

*Excellent 1 2 3 4 5 Unsatisfactory*

18. I would rate the procedures of the Division with which I deal most often as (circle one):

A. Procedures are understandable: *Always 1 2 3 4 5 Rarely*

B. Staff member's explanations of procedures are adequate: *Always 1 2 3 4 5 Rarely*

C. Procedures are necessary: *Always 1 2 3 4 5 Rarely*

19. The level of knowledge and expertise of Division staff members I have had contact with is:

*Excellent 1 2 3 4 5 Unsatisfactory*

**ABOUT REAL ESTATE EDUCATION: (Please circle one answer per question)**

20. I would rate real estate education courses I have taken during the past two years as:

A. Prelicensure education: *Excellent 1 2 3 4 5 Unsatisfactory*

B. Continuing education: *Excellent 1 2 3 4 5 Unsatisfactory*

**ABOUT DEPARTMENT PUBLICATIONS: (Please circle one answer per question)**

21. I would rate the ARIZONA REAL ESTATE BULLETIN as to:

A. Content: *Excellent 1 2 3 4 5 Unsatisfactory*

B. Appearance: *Excellent 1 2 3 4 5 Unsatisfactory*

22. I would rate the ARIZONA REAL ESTATE LAW BOOK as:

A. Cost: *Excellent 1 2 3 4 5 Unsatisfactory*

B. Index: *Excellent 1 2 3 4 5 Unsatisfactory*

C. Annotations: *Excellent 1 2 3 4 5 Unsatisfactory*

D. Binder: *Excellent 1 2 3 4 5 Unsatisfactory*

23. Have you visited the Department's Web site at [www.re.state.az.us](http://www.re.state.az.us)? (1)Yes (2)No

24. How would you rate the information presented on our Web site on a scale of 1 to 5?

*Excellent 1 2 3 4 5 Unsatisfactory*

25. If you could submit renewals and changes on-line, would you do it?    (1)*Yes*    (2)*No*

**Comments on areas where I feel the Department is doing well, and/or my suggestions for making the Department more responsive to the needs of licensees and the public:**

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PLEASE FOLD ON DOTTED LINE AND TAPE CLOSED

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AFFIX  
STAMP  
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ARIZONA DEPARTMENT OF REAL ESTATE  
2910 N 44<sup>TH</sup> ST STE 100  
PHOENIX AZ 85018-7256